

# Head IT Infrastructure & Service and Support EMEA

*At Lonza, we invest in great people. We encourage our employees to challenge themselves and we offer an environment that fosters creativity and success. Headquartered in Basel, Switzerland, we operate production, R&D, and business sites around the world, including Europe, North America, and Asia.*

## **Our vision:**

*We strive to be the leading supplier using science and technology to improve the quality of life.*

## **Our mission:**

*We work with passion, using advanced technologies, to transform life science into new possibilities for our customers.*

**Do you want to help us as we shape the future of this great organization?**

## Job Description Summary

Lonza hosts the global applications (incl. large SAP system landscape) in the global Data Center in Visp for the company sites spread across the world. The infrastructure team is responsible to operate and support the applications as well as to provide global network services in accordance to the guidelines (GMP validation) and the security principles. The Service & Support team provides Workplace and On-site services to the users across the EMEA sites.

## Job Description

- Lead IT Infrastructure and IT Service & Support teams EMEA (around 30 employees), incl. management by objectives, salary review, resource planning, coaching and motivation of employees, sourcing
- Ensures adherence to global standards
- Drive key strategic projects and continuous improvement for Infrastructure and Service & Support teams
- Ensures optimal team collaboration between Infrastructure and Service & Support as well as with Business Application teams
- Stakeholder management with Site Leadership Teams in EMEA

## Education

Diplôme de deuxième cycle universitaire : Computer and Information Science (obligatoire)

## Work Experience

IT

## Skills

Ability to drive projects within a cross-functional team and work well under deadlines, Assertiveness, Structured and self-reliant work style as well as strong analytical and conceptual thinking, Bias towards action and results delivery which are critical in a highly performance oriented environment, Self-motivated with effective interpersonal and communication skills and strong service orientation, Ability to successfully negotiate internally and externally, In-depth understanding of how own sub-function integrates within the function, thorough commercial awareness, experience in managing people, experience in business processes, thorough experience in managing IT projects. It's beneficial to have hands-on experience in system and network administration, Strong interpersonal skills

## Language(s)

Englisch, German